

Dear FCC,

I write you in an effort to both inform and request your assistance in my interactions with Verizon. These can be summarized under the following three headings:

- Verizon has incredibly poor customer service
- Verizon is engaging in anti-competitive behavior
- I would like any action necessary taken in order to help me secure DSL internet access from a supplier other than Verizon (and for Verizon to make my line available to that supplier)

To provide you with the details on my issues above, I have attempted to summarize the facts as concisely as possible:

- Arranging for DSL service (Jan 2000)
- DSL service ordered on December 21, 1999 via Verizon company website
- Called Jan 2, 2000 to confirm order had been received and ask questions
- Order had not been received or processed, needed to place order again
- Asked several questions regarding any difficulties with initiating DSL service and what I should anticipate. I had heard about difficulty in establishing service. I was repeatedly answered saying that there is no difficulty, it is a straightforward process
- On Jan 10, 2000, DSL service was to be established. When I arrived at home, I quickly found that I had neither DSL service, as promised, nor any phone service (no dialtone).
- It was not until Jan 14 that my phone service (dialtone) was re-activated.

This required:

- 13 calls to customer service
- Obtaining the phone number for the district foreman in Brookline
- Repeated calls to schedule the appropriate service tech to fix our phone line
- After re-establishing phone service, the service tech informed us that:
- Our line was not properly connected to serve DSL
- There were very few service techs trained on how to re-wire to provide DSL
- Little to no communication existed between the DSL team and the service techs
- DSL service was not activated finally until January 24, 2000
- This required 8 calls into DSL tech support
- Leaving my computer on for days at a time so that the DSL tech support could trace the line
- Repeatedly calling to follow-up with tech support despite their repeated promise to call me once the situation was remedied
- Overall, though DSL service was a definite improvement over dial-up service, it was extraordinarily difficult to arrange. Throughout the process, Verizon made several promises regarding service that they fell flat upon. I would have happily chosen another DSL ISP. However, there were no other options for broadband service at the time.

- Transferring service to a new computer and a new DSL ISP (December 2000)

- In mid-December, I purchased a new computer for home use. Before purchasing, I emailed two requests and called twice to understand what would be required to transfer my DSL modem (provided by Verizon) & service to my new computer. I received no reply other than being directed to the webpage regarding systems requirements (which it met).

- Once I received my new computer, I transferred my Verizon DSL modem and software to my new computer. However, this caused several systems errors.

- This required four phone calls and three emails to tech support to get an

answer

- On December 16, 2000, I finally reached a cooperative service tech who informed me that Verizon would never support my new operating system (Windows ME) with the DSL modem (Efficient 3060) that Verizon had provided.
- To remedy the situation, I was connected with DSL Sales who told me that they would send me a new modem (at no charge) as well as the updated DSL software. I was told to expect a call on December 18, 2000 to confirm my address.
- On December 20, 2000 I called DSL sales to confirm that a new DSL modem was being shipped. I was told it was and it would take 3-4 days.
- On December 30, still having not received the Verizon DSL modem, I called to inquire on its whereabouts. Instead, I was told:
 - The modem would take 5-6 weeks to ship
 - I would be charged \$325 for the new DSL modem
 - Because this was unacceptable, especially given the poor customer service, I chose to cancel my service
 - When I contacted Earthlink DSL to become my new ISP, they could not transfer the line and I would have to cancel completely out of Verizon
 - The Earthlink specialist in transferring service warned to make sure that I had been completely removed from the Verizon DSL system, otherwise Verizon would not free up the line
 - In calling to cancel service with Verizon, I experienced a hold time of greater than 45 mins (for the third time in a week)
 - I spoke with 6 different Verizon DSL customer service reps
 - I received three completely different cancellation numbers from Verizon to confirm that my DSL service had been terminated
 - I confirmed with each one of the Verizon service reps that I was being completely removed from their records because I was transferring to another DSL internet provider.
- Anti-competitive behavior by Verizon (January 2001)
- I placed an order with Earthlink DSL to transfer my service on January 2, 2001. I was told that my service would be active on January 22, 2001 and I would receive a new complementary DSL modem from Earthlink that is compatible with my computer. I was told to expect a message from Earthlink within 10 days to provide status on my order.
- On January 12, 2001, I received an email from Earthlink saying that my DSL order had been cancelled because •your local telephone company had disqualified your line because it was not suitable for DSL service•
- I knew this to be incorrect because Verizon (my •local telephone company•) had already been providing me DSL service on that line
- Additionally, I confirmed on the DSL Reports website (www.dslreports.com) that there were other residential users in my neighborhood (connected to the same central office) who have DSL service from Earthlink
- On January 13, 2001, I contacted Earthlink to point out the discrepancy described above to the DSL customer service rep.
- The Earthlink rep pulled up the record of the Verizon report on my line which contained cryptic notes on why the line did not qualify. The rep checked these notes with technical specialists inside both Earthlink and Verizon. Neither of them could find a real reason why my line was not suitable / available for DSL service through Earthlink.
- The Earthlink rep then contacted Vendor Relations (within Earthlink) to talk to their counterpart at Verizon. The Earthlink rep summarized the conversation saying that Verizon refused to make my line available.
- Therefore my requests are straightforward:
- Please exert any authority you have to make my line available to Earthlink

so that they may provide me DSL service

- Please exert any authority you have to improve customer service at Verizon so that I and others do not continue to suffer. I still have no choice for local service and must continue to deal with Verizon.

- Please do NOT permit Verizon to provide long distance service within its home territory until it has made clear progress not only in opening up its markets to competition, both in terms of product offering, but also in allowing providers to interconnect.

If you make any progress or have questions, please feel free to contact me.

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